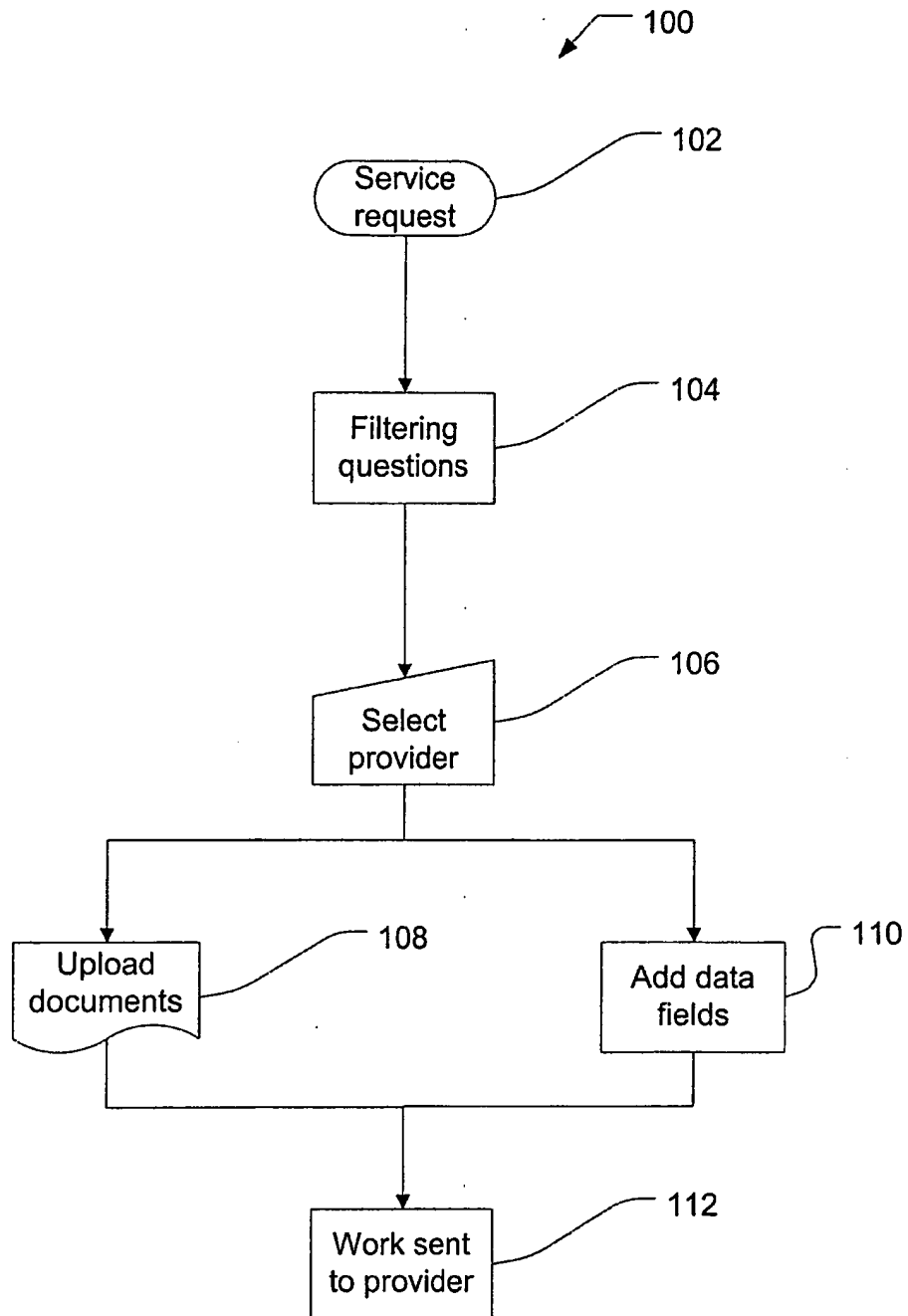
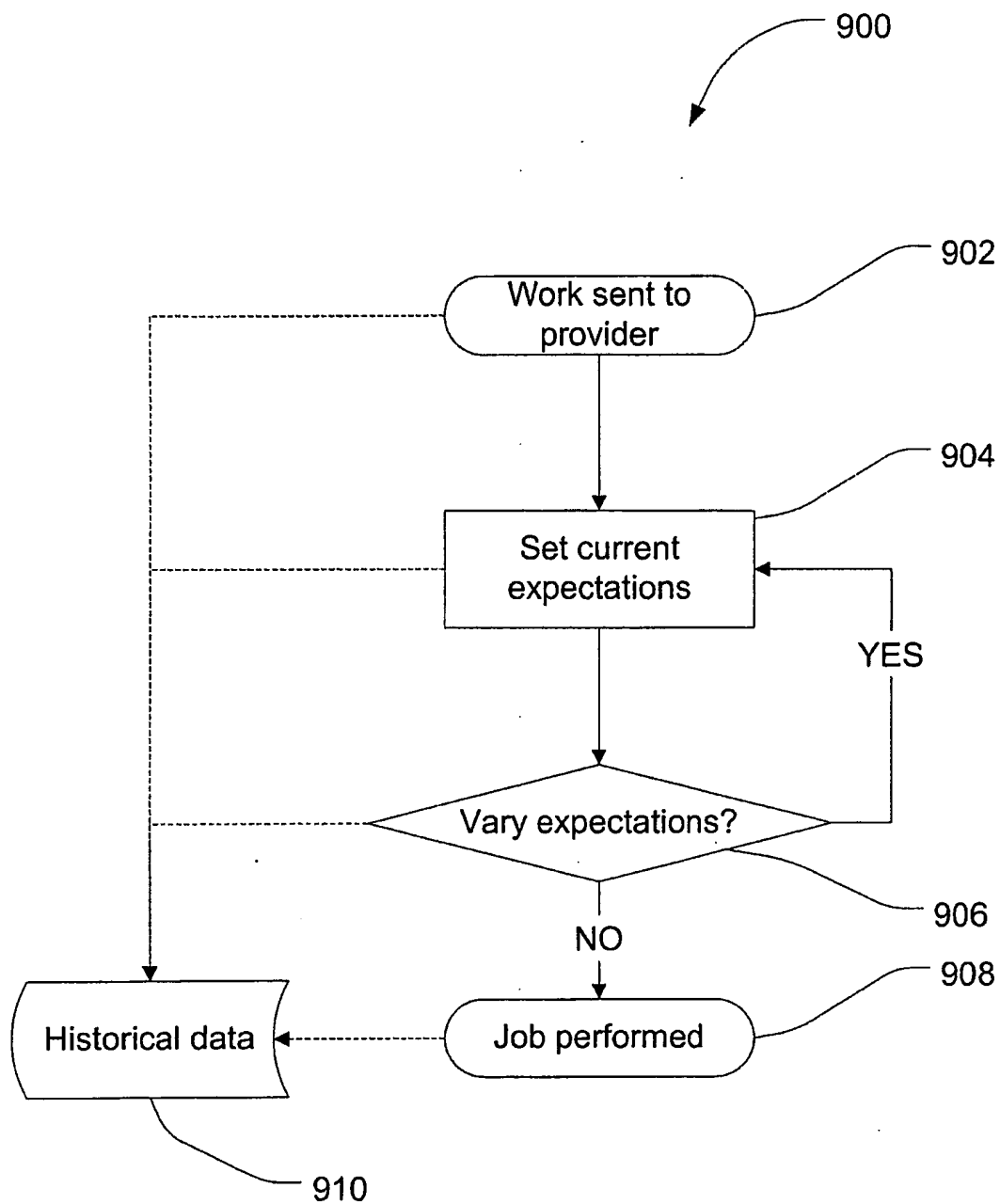
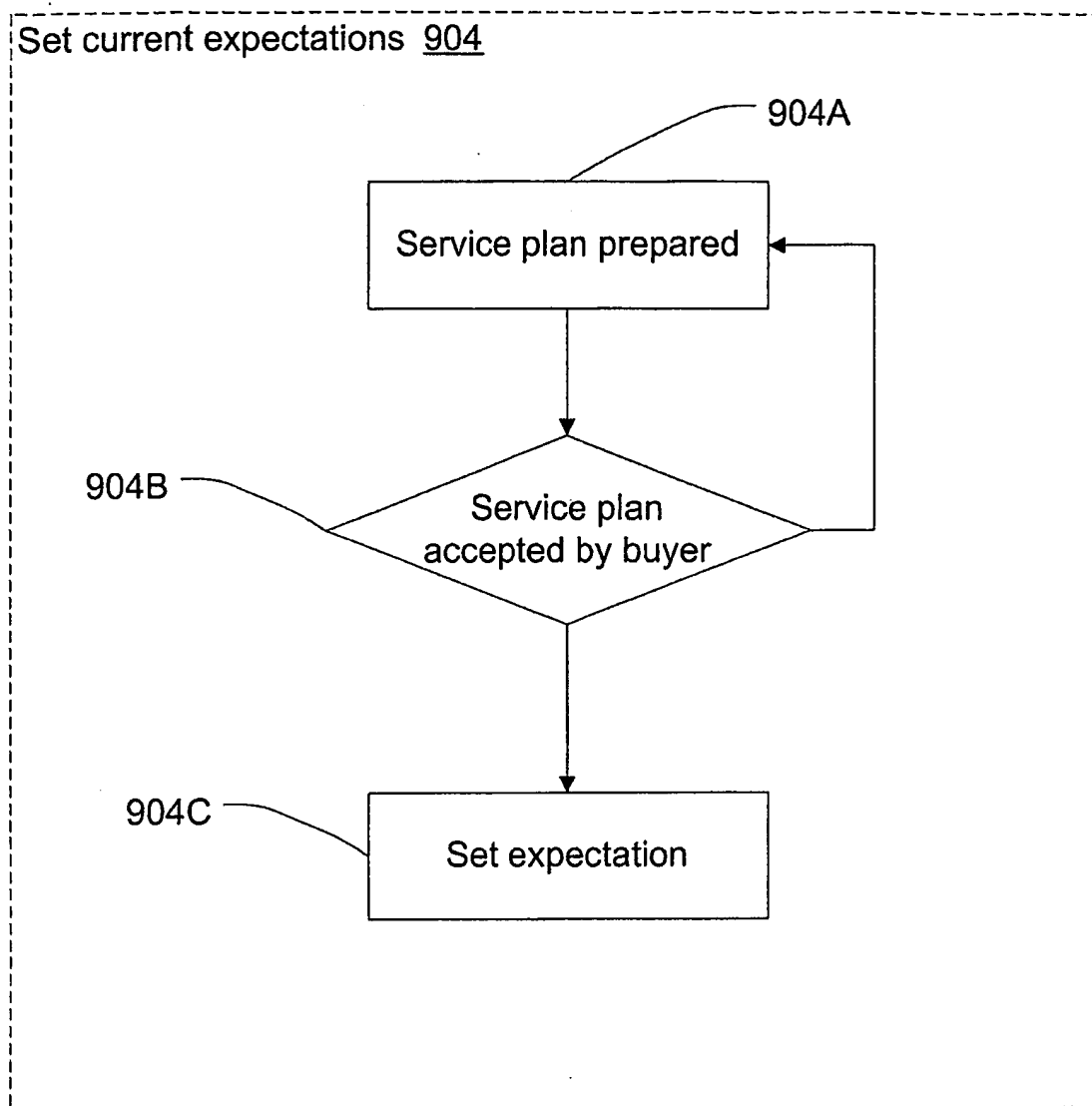
**FIG. 1**

2/8

**FIG. 2**

**FIG. 2A**

**FIG. 2B**

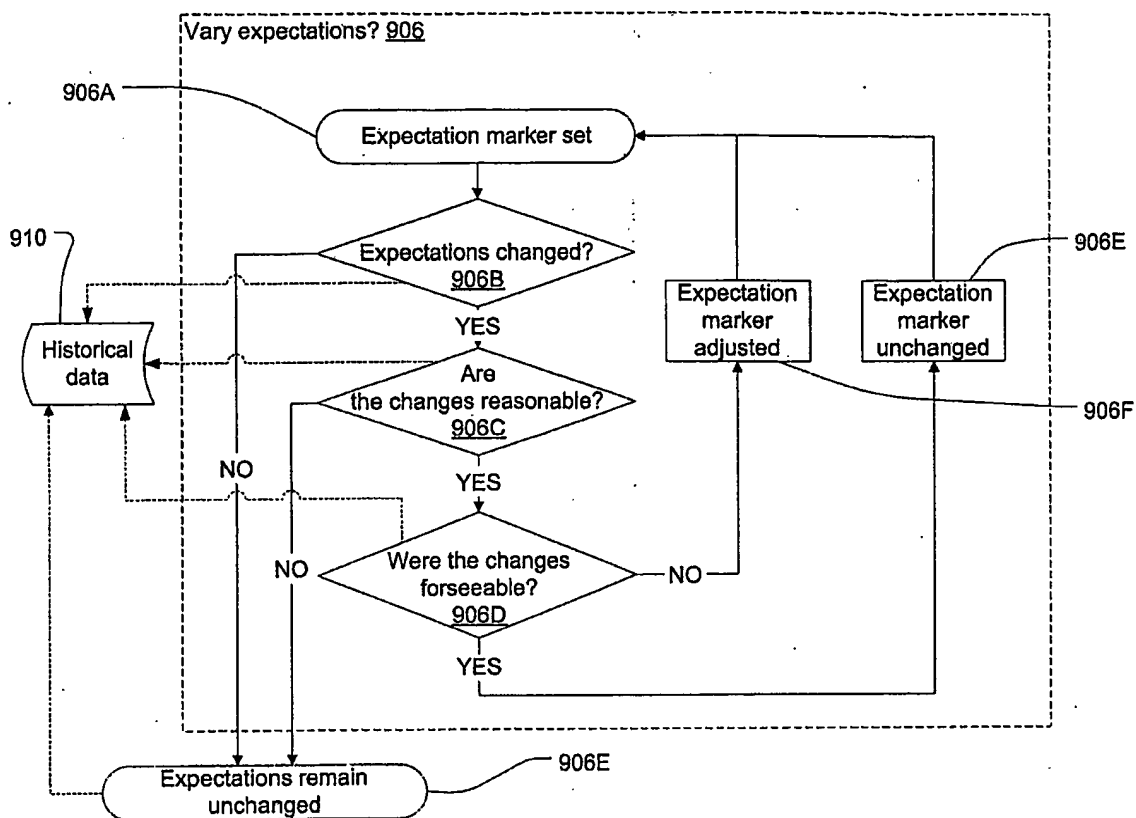


FIG. 2C

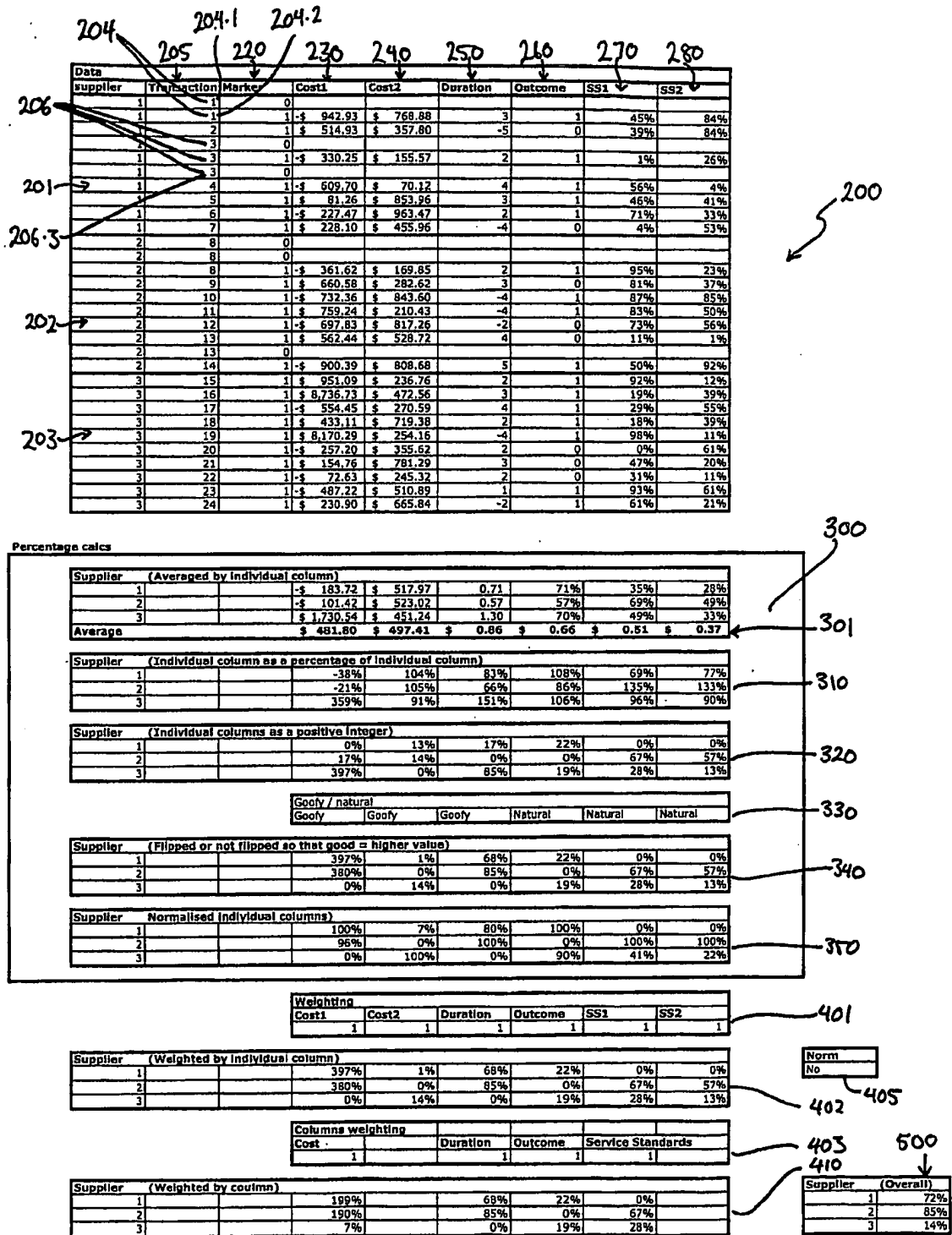


FIG. 3

Expectations

Current expectation 10

Request change to 12

Reason 1002
Claimant not sighted but additional hours are likely to result in sighting

Other Information 1004
Difficulty in locating claimant. 1008

Save 1010 Cancel 1012

(show history) 1006

Number of hours of surveillance requested

Final Report Due By 2004-10-06

FIG. 4A

Expectations

Current expectation 10

Supplier requested change 12

Supplier reason 1102
Claimant not sighted but additional hours are likely to result in sighting

Other Information 1104
Difficulty in locating claimant. 1108

Your response 1110
☐ Accept (measured against new expectation) 1111
☐ Accept (measured against old expectation) 1112
☐ Reject 1113

Reason 1114
Please choose

Other Information 1116

Save 1114 Cancel 1116

(show history) 1106

Number of hours of surveillance requested

Final Report Due By 2004-10-06

Modify Expectation

FIG. 4B

8/8

The screenshot displays a web browser window with the title "Claim: 12345 (John Peters) » Referral: Surveillance". The browser's address bar shows "https://". The page features a navigation menu with links: Claims, Referrals, Tasks, Reports, and Admin. A "Click for feedback (opens new window)" link is also present. The main content area is titled "Claim: 12345 (John Peters) » Referral: Surveillance". On the left, a sidebar lists various sections: Job Info, Referral Details, Forms to Complete, Tasks, Messages, Invoices, Job Management, Users, Documents, and Referral Summaries. The main form area contains the following sections:

- Job Info**: A section for providing basic information.
- Referral Details**: A section for providing details about the referral.
- Forms to Complete**: A section for completing various forms.
- Tasks**: A section for managing tasks.
- Messages**: A section for managing messages.
- Invoices**: A section for managing invoices.
- Job Management**: A section for managing jobs.
- Users**: A section for managing users.
- Documents**: A section for managing documents.
- Referral Summaries**: A section for managing referral summaries.

The main form area contains the following sections:

- Please rate the performance of the investigator against your expectations.**: A section for rating the investigator's performance.
- Did the investigator address the aims of your enquiry in the manner you expected?**: A question with a "Met expectations" radio button and a "No" radio button.
- Please rate the usefulness of the investigation.**: A section for rating the investigation's usefulness.
- Will the report assist you in the management of the claim in the manner you expected?**: A question with a "Met expectations" radio button and a "No" radio button.
- Comments**: A section for providing comments.
- Please comment on the investigator's performance in any areas where they exceeded your expectations**: A text input field with "N/A" as the default value.
- Please comment on the investigator's performance in any areas where they failed to meet your expectations**: A text input field with "N/A" as the default value.
- Review Complete**: A section for completing the review.
- Is this review complete?**: A question with "Yes" and "No" radio buttons.

A callout box points to the "N/A" input fields, stating: "The case manager enters feedback on the quality and usefulness of the report." The browser's status bar at the bottom shows "Done" and "Internet".

FIG. 4C